

**New Hampshire Department of Health and Human Services
New Hampshire Hospital**

REQUEST FOR PROPOSALS

**LIFE SAFETY SYSTEMS
TESTING and MAINTENANCE
AUGUST 1, 2010 - JUNE 30, 2012**

I. PURPOSE OF THE REQUEST FOR PROPOSALS

The purpose of this Request for Proposals (RFP) is to solicit responsive, competitive proposals from experienced, responsible, and financially sound organizations for the testing and maintenance of life safety systems in three (3) buildings on the Hugh J. Gallen State Office Complex, 36 Clinton St., Concord, NH, which will maintain or increase the high level of safety and protection now provided to the patients, staff and visitors of New Hampshire Hospital (NHH).

A contract will be awarded for the periods of August 1, 2010 through June 30, 2012 with the option, at NHH discretion, for a two-year renewal.

The state fiscal year 2011 is July 1, 2010 through June 30, 2011; the state fiscal year 2012 is July 1, 2011 through June 30, 2012.

II. BACKGROUND INFORMATION

About New Hampshire Hospital

NHH is a fully accredited public, State operated psychiatric facility. Located on a 100-acre campus in Concord, NH, NHH has 230 licensed beds providing comprehensive psychiatric and rehabilitative services for children, adult and elderly populations. NHH employs a staff of approximately 800 that provides all direct care, clinical, administrative and clerical support services.

III. DESCRIPTION OF SERVICES

It is expected that the successful bidder will address and perform the following task elements under the contract:

1. Contractor shall furnish all labor, materials, tools, equipment, diagnostic manuals, software and training necessary to properly test, service and repair the following fire protection and detection equipment and nurse call systems used in the Acute Psychiatric Services (APS) building, the Anna Philbrook Center (APC) building, and the Warehouse of NHH, 36 Clinton St., Concord, NH. Contractor shall perform inspection, testing, and preventative maintenance for a fixed price each state fiscal year, billed on a quarterly basis. All costs associated with Anna Philbrook Center (APC) shall be shown separately. Contractor shall perform corrective maintenance on each piece of listed equipment as requested by NHH. Corrective maintenance shall be billed on a case-by-case basis. A

list of equipment covered under this service agreement is attached as Exhibit A-1. All systems are fully addressable which includes the following:

- a. All smoke detectors in APS, APC, & Warehouse;
 - b. All heat detectors in APS and APC;
 - c. All audio/visual devices;
 - d. All door magnets;
 - e. A 5 node Hochiki Firenet Network Fire Alarm System within the APS;
 - f. A Simplex 4010 Fire System Panel in APC;
 - g. A Simplex 4005 Fire System Panel in the Warehouse;
 - h. A Simplex 5001 Nurse Call System in APS;
 - i. A Dukane Procure 2000 Nurse Call System in APS;
 - j. A Simplex 3001 Security Alarm System in APS;
 - k. A DSC-Maxsys duress alarm system within APS; and,
 - l. A DSC-Maxsys duress alarm system within APC.
2. The Contractor shall schedule each inspection, testing, and preventative maintenance (PM) visit so that all required tasks are performed using properly trained technicians and any specialized tools, instrumentation and software required to test and/or analyze the system to maintain proper performance. Contractor shall contact the Life Safety Shop Manager at 603-271-5212 at least five (5) working days in advance of each scheduled visit. Contractor shall be required to accomplish each inspection, test, or PM without the assistance of NHH personnel. NHH personnel may accompany the Contractor to learn more about the systems.
3. Specific Requirements:
 - a. Inspection and testing tasks include the complete system performance evaluation, adjustment, calibration, and testing of system components for each visit to NHH;
 - b. Testing of each smoke detector must ensure that a proper activation signal is transmitted to and received at the main fire alarm panel;
 - c. Testing of each heat detector must ensure that a proper activation signal is transmitted to and received at the main fire alarm panel. In addition, testing must ensure that a proper signal is transmitted to and received at the appropriate pre-action sprinkler system valve;
 - d. Testing of each duct smoke detector shall be accomplished by the introduction of test smoke into each unit's chamber. During the last twelve (12) months of the contract period, the proper operation of each smoke damper associated with each duct smoke detector shall be visually confirmed by opening access doors on the ducts and ensuring the damper does close upon activation and does re-open upon resetting of the smoke detector. Each duct smoke detector activates one smoke damper. Confirmation of damper activation shall be included in the written report. Problems with dampers or in locating specific dampers associated with a duct smoke detector shall be reported to the Life Safety Shop Manager;
 - e. Contractor shall inspect and test the initiating device on all fire detection and protection circuits within APS, APC, and the Warehouse at least once each state fiscal year during the contract period;
 - f. Contractor shall schedule visits at least once each calendar quarter to inspect and test portions of the fire detection and protection systems. Each circuit

- within the fire detection and protection system of APS, APC, and the Warehouse shall be tested quarterly to ensure proper operation. This test shall consist of activation of at least one initiating device on each circuit;
- g. Contractor shall test and inspect each component of the fire alarm detection and protection systems in accordance with the appropriate chapters of the National Fire Protection Association (NFPA);
 - h. Contractor shall inspect and test the nurse call systems in APS at least once each state fiscal year during the contract period. During this test and inspection, each initiating device within the nurse call systems shall be activated to ensure proper operation;
 - i. Contractor shall inspect and test each component of the security alarm system for the Pharmacy and Health Information spaces at least once each state fiscal year during the contract period. During this test and inspection, each initiating device within the security alarm system shall be activated to ensure proper operation;
 - j. Contractor shall inspect and test each component of the duress alarm system within APS and APC spaces at least once each state fiscal year during the contract period. During this test and inspection, each initiating device within the duress alarm system shall be activated to ensure proper operation; and
 - k. Contractor shall provide NHH with a verbal report upon completion of each testing and inspection visit, with a complete written report documenting tests and inspections completed and any problems discovered within 10 days of the visit.
4. Services specifically not included in this contract as inspection, testing and preventive maintenance include the following items. Please note that if the Contractor determines that, in their opinion, any of these services should be accomplished, NHH may proceed with authorizing the Contractor to perform emergency or scheduled work.
- a. Replacement of peripheral devices;
 - b. Damage due to vandalism or lightning;
 - c. Fire alarm control panel parts;
 - d. Smoke detector cleaning; and,
 - e. Battery replacement.
5. Contractor shall perform appropriate inspection, testing, and PM on each piece of listed equipment at least once each state fiscal year during the contract period. The goal of the inspection, testing, and PM program is to insure proper operation of all detection and protection systems and to minimize emergency unscheduled maintenance requirements on the listed equipment.
6. At the request of NHH, contractor shall perform appropriate corrective or emergency maintenance on each piece of listed equipment when advised by PM that the equipment requires servicing. Contractor shall complete repairs in emergency situations within twenty-four (24) hours. If the Contractor cannot complete the emergency repairs within twenty-four (24) hours, the Contractor shall contact NHH designee and indicate why the repair cannot be completed and when the equipment shall be returned to normal use.

7. Contractor shall employ trained technicians that are skilled and competent to service and repair all equipment covered under this contract. Contractor shall provide all necessary manufacturer specific programming and diagnostic software as needed for equipment listed within.
8. Contractor shall maintain a reasonable inventory of parts to provide for routine PM and repairs. It is expected that equipment requiring inspection, testing, or PM will only be out of service for a very short time. It is desired that most repairs be accomplished during the first service call, or the next day if parts must be obtained from the Contractor's stores. It is expected that the fire detection and protection systems shall be operative 100% of the time.
9. Contractor shall only use new materials, unless specifically exempted in writing by the NHH designee.
10. Contractor shall provide replacement components that are of the same manufacturer, type and quality as that being replaced and it shall be within the authority of NHH to reject any replacement item, except that any rejection shall not be unreasonable or capricious. Changes in brand names will be accepted upon request provided that the quality of the substitute item matches and is compatible with other associated equipment, as determined by NHH.
11. Upon arrival at NHH for inspection, testing, PM or repairs, the Contractor shall notify the NHH designee.
12. If it is anticipated that the cost of repairs of any one item will exceed \$1,000.00 (labor and materials combined), the Contractor shall provide a pre-repair estimate within forty-eight (48) hours. This estimate may be telephoned to the NHH designee; with verbal approval being granted to continue with the repairs but a written copy of the estimate shall be sent to NHH immediately after this verbal communication. The Contractor shall guarantee that the repair cost shall not exceed the estimate by more than ten (10) percent.
13. The Contractor shall submit a quarterly invoice for inspection, testing, and PM work. The Contractor may submit individual invoices for emergency repair work, or may include invoices for emergency repair work with the quarterly invoices for inspection, testing, and PM work. All work performed at APC shall be invoiced separately from APS and the Warehouse.
14. The Contractors own forces shall perform all testing, service, and repairs. If the Contractor requires a sub-contractor to perform any such service, the Contractor shall contact the NHH designee for approval prior to any service being performed. In the event that this should occur, NHH shall receive a quote in advance for the service and shall be invoiced directly by the sub-contractor.
15. Exhibit A-1 is a compilation of equipment associated with each system included in the contract. Any discrepancies found between the lists of equipment and the equipment actually installed shall be brought to the attention of NHH personnel.

IV. ELIGIBILITY

Proposals may be submitted by any established non-profit corporation, public organization, or by private proprietorships, partnerships, or corporations; or by a consortium of public, non-profit, and private entities.

V. PROCUREMENT TIMETABLE

May 3, 2010	RFP packages are available to agencies by request and on the NH Department of Health and Human Services website http://www.dhhs.nh.gov/DHHS/OBO/LIBRARY/RFP/default.htm
May 17, 2010	Mandatory walk-through of buildings at 9:00 AM
May 31, 2010	Proposals due to NHH by 3:30 PM
June 4, 2010	Contractor selected and decision announced.
June 7, 2010	Contract documents sent by NHH to organization for signature.
August 1, 2010	Effective date of contract, pending Governor and Executive Council approval.

VI. BIDDERS' WALK-THROUGH

A mandatory walk-through of the APS building, the APC building, and the Warehouse of NHH at 36 Clinton St., Concord, NH shall be held on Monday, May 17, 2010 at 9:00 AM. Please contact John Wheeler, Life Safety Shop Manager at (603) 271-5270 of your intent to participate.

VII. PROPOSAL INSTRUCTIONS

A. Required Materials:

The following required materials should be submitted to NHH in order for a proposal to be complete:

1. Original proposal, plus three (3) copies;
2. Cover Page, including name, title, and phone number of the contact person;
3. General information about your company, facilities and staff;

4. Credentials of individuals providing proposed services, i.e., factory training or certifications;
5. Cost information for all proposed services, including hourly rate of service calls;
6. List of at least three clients for whom you have provided similar services. Please provide client name, title and telephone number;
7. List of the equipment (make and model numbers) and systems at the facilities listed in number six (6) above; and
8. Evidence of company registration with the New Hampshire Secretary of State.

B. Proposal Timeline:

The original, typewritten proposal, plus 3 copies must be received (not postmarked) by the date noted in the procurement timetable. No extensions will be granted. Fax copies will not be accepted. NHH will in no way be responsible for delay in delivery caused by the United States Mail Service or other couriers or caused by any other occurrence.

Address proposals to: Sheila M. Gagnon, Business Administrator
New Hampshire Hospital
36 Clinton Street
Concord, NH 03301-3861

C. Proposal Review and Evaluation Criteria:

NHH will conduct an objective review of applications received in response to this RFP process. The evaluation will be based on the demonstrated capabilities of the prospective contractor in relation to the needs of this project as set forth in this RFP. The merits of each application will be evaluated individually, according to the objective scoring criteria described below. NHH reserves the right to accept or reject any application, and to waive any minor irregularities in the applications.

The cost of the proposal will not be the sole determinate factor for selection. Completeness and thoroughness of the proposal will be given appropriate weight, as determined by NHH.

1. Competitive cost structure (30 points)
2. References (10 points)
3. Familiarity with systems and equipment to be serviced as identified in Exhibit A (45 points)
4. Experience working in psychiatric or other healthcare settings (15 points)

VIII. PROCEDURES FOR GRANT SELECTION AND NOTIFICATION

Notice of Selection Procedures

A letter of selection or non-selection notification will be sent to all applicant organizations by the date noted in the procurement timetable. The scope of services and budget for the proposed contract may be negotiated based upon the merit of the application as evaluated by the review panel, availability of funding, and conditions of the award. Failure of a selected applicant to satisfactorily negotiate within a reasonable time may result in the applicant forfeiting its award.

NHH expects that each applicant will put forth a definitive cost proposal. NHH, however, reserves the right to later seek a “BEST AND FINAL OFFER” from applicants submitting acceptable and/or potentially acceptable proposals. The “BEST AND FINAL OFFER” would provide the applicant the opportunity to amend their original proposal to better meet the objectives of the RFP. NHH reserves the right whether or not to exercise this option.

Recommendation for Non-Selected Proposals

After the contract for the selected applicant is approved by the Governor and Executive Council:

1. Discuss with NHH administrative staff the reasons for not being selected, and
2. Receive recommendations that may make future proposals more effective.

Such requests shall be submitted in writing to:

Sheila M. Gagnon, Business Administrator
New Hampshire Hospital
36 Clinton Street
Concord, NH 03301-3861

Such requests are not considered appeals. Once an applicant has submitted a letter, NHH will attempt to accommodate such requests within a reasonable time.

Please direct questions about the proposal process to Sheila M. Gagnon, at (603) 271-5847 phone, (603) 271-5845 fax, or e- <mailto:Sheila.M.Gagnon@dhhs.state.nh.us>

IX. DOCUMENTS FOR CONTRACT APPROVAL

Upon selection, the selected organization will be required to submit the following documents for contract approval:

- Signed and notarized General Provisions (P-37) (form provided by NHH);
- Signed and notarized Certificate of Vote (form provided by NHH);
- Certificate of Good Standing;
- Proof of comprehensive general liability and worker’s compensation insurance; and
- Signed copies of additional assurances (Exhibits D, E, F, G, and H) (provided by NHH).

Successful contract document completion will result in a contract becoming effective on the date noted in the procurement timetable or upon approval by the Governor and Executive Council of

the State of New Hampshire, whichever is later. No services occurring before the effective date are reimbursable under the contract.

X. ADDITIONAL INFORMATION

Amendments

NHH has the option of amending contracts throughout the funding cycle based on program performance, fiscal expenditure, and other contract requirements. All amendments require approval by the Governor and Executive Council of the State of New Hampshire.

Renewals

The contract may be written with the possibility of renewal for two additional years, subject to availability of NHH funding and priorities.

Cancellation

NHH may, during the proposal review process, or at any time prior to the selection, cancel this request for proposals or reject all proposals, if NHH determines that it is in its own best interest or the best interest of the State of New Hampshire to take such action. Notice of cancellation will be made to applicants or potential applicants as appropriate.

Insufficient Response

NHH may, upon determining that no satisfactory proposals have been received for any particular service, decide to provide this service directly, negotiate with a successful applicant for a related service to include this particular service as part of the service package, or re-bid for this particular service.

Public Record

All proposals become the property of the State of New Hampshire and will be a matter of public record.

EXHIBIT A-1**LIST OF FIRE DETECTION EQUIPMENT APS BUILDING:**

Item	Quantity
APS Building (APS)	
Hochiki Fire Alarm Nodes	5
Heat detectors	190
Preaction Heat Detectors	606
Smoke detectors	503
Duct smoke detectors	163
Pull Stations	55
Audio/Visual units	140
Visual Units	42
Magnetic door holders	64

LIST OF FIRE DETECTION EQUIPMENT APC BUILDING:

Philbrook Building (APC)	Quantity
Simplex Fire Alarm Panel 4010	1
Annunciator	1
Smoke detectors	120
Pull stations	30
Heat detectors	50
Audio/visual units	65
Visual units	20
Outside beacons	3

LIST OF FIRE DETECTION EQUIPMENT WAREHOUSE:

Warehouse	Quantity
Simplex Fire Alarm Panel 4005	1
Smoke detectors	45
Pull stations	12
Audio/visual units	25
Visual units	3
Outside beacons	1

EXHIBIT A-1 - continued**LIST OF SECURITY ALARM EQUIPMENT APS BUILDING:**

Item	Quantity
Simplex 3001 Panel, 2 Zones	1
Simplex Security Terminal 3009-9820	1
Simplex Security Control 3009-9801	3
Door Sensors	3
Motion Sensors	2

NURSE CALL EQUIPMENT - APS - I & J UNITS:

Item	Quantity	Equipment Number	Location
Simplex Master Terminal	2	5001-9008	I & J Units
Terminal	2	5001-9003	I & J Units
Speakers	49	5120-9416	I & J Units
Stations	14	5001-9330	I & J Units
Stations	26	5001-9331	I & J Units
Stations	3	5001-9435	I & J Units
Stations	9	5001-9332	I & J Units
Stations	41	5001-9660	I & J Units
Stations	1	5001-9092	I & J Units
Stations	3	5001-9505	I & J Units
Stations	3	5001-9014	I & J Units
Status Lamps	7	5001-9279	I & J Units
Status Lamps	39	5001-9375	I & J Units
Status Lamps	6	5001-9378	I & J Units
Stations	33	SF338	I & J Units
Power Amplifier	1	5100-9411	I201
128 Point CPU	1	5011-9092	I201

**NURSE CALL EQUIPMENT - APS - UNITS C, D, E, F, G & H:
DUKANE PROCARE 2000**

Item	Number
Master Station	6
Central Equipment & Termination Assembly	6
Call Only Buttons	252
Call and Cancel Key Enabled Station	96
Corridor Lights	156

EXHIBIT A-1 - continued

LIST OF DURESS ALARM EQUIPMENT PHILBROOK BUILDING:

Item	Number
DSX-Maxsys Control Communicator	1
Push Button, Key Reset Activators	16

LIST OF DURESS ALARM EQUIPMENT APS BUILDING:

Item	Number
DSX-Maxsys Control Communicator	1
Push Button, Key Reset Activators	22